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INTEGRATING THE SELECTED USABILITY OBJECTIVES INTO eWiSACWIS PROCESSES AND PROCEDURES

The eWiSACWIS Quality Improvement Steering Committee selected three usability objectives to be integrated into current application maintenance and operations decision making processes, best practices and functional goals. The objectives are described as;

- A. Efficiency in that application users are able to achieve their work goals faster and less time is spent in the system resulting in more time for other activities viewed as more important.
- B. Effectiveness in that the users achieve the *right* goals which they set out to achieve in the application.
- C. Error Handling and Recovery where the application limits the errors a user encounters and helps in recovery thus minimizing the time and effort on behalf of the user.

The objectives will be applied to new functionality through enhancements and change orders by implementing the following new processes and procedures.

- 1. Establish the objectives as the guiding principles of the change management selection and prioritization process for enhancements and defects.
- 2. Inclusion of a new section in the Change Order request template that adds the usability objectives as a design requirement.
- 3. Apply the objectives to the design of all new functionality resulting from Change Orders.
- 4. Inform all staff of the usability objectives and implement as the guiding principles for design session leadership and results.
- 5. When the new web-based “change management - enhancement request tracking tool” is modified for statewide implementation and access, add a drop down value to identify the usability objective(s) of the request for enhanced user communications.
- 6. Include information on the usability objectives and process in the upcoming “Change Management” PAW/TAW workshop and distribute to all counties per the communication plan objectives.